

The COBIS Conference for PAs and Secretaries



British School
of Bucharest

25-26 February 2016
British School of Bucharest
Romania





Jo Puddy-Wells

Principal

Welcome to Romania and the British School of Bucharest for this the first COBIS Conference for Personal Assistants and Secretaries. I hope that you will find the next couple of days engaging, informative and entertaining.

Schools are complex organisations. In many ways more complex than businesses that are larger both in size and in their scope of operations. This is due to the huge age range of employees and students, the sheer size of the campus and the interaction with members of the public in the form of parents, suppliers and other stakeholders.

A large number of these interactions, movements, meetings, trips and so on could not be undertaken without the support of the administrative teams and the assistants that work alongside the senior management teams.

I know that you will enjoy the various presentations and workshops but more than that, I hope that you will cultivate new friendships, share experiences and return to your schools and countries enthused and better able to manage those senior leaders who rely so heavily on your work.

All the best

Schedule

Thursday 25th February 2016

9am-9.30am Arrival, registration and tour of school

9.30am-10am Welcome

10am-11.15am Session 1:

PA should stand for Particularly Ambitious (AG)

How many times have you said “Me? Oh, I’m just a PA”. This session looks at the many reasons why you are not ‘just’ anything, and starts to look at your potential for developing yourself and your role, by offering an understanding of how your role fits within the organisation, the importance of CPD and how your attitude towards your role can improve your career prospects, whilst also promoting confidence in your abilities.

11.15am-11.30am Coffee

11.30am-12.45pm Session 2:

Managing Change (KK)

Find out where you sit in the change curve and learn how to get yourself and others through it effectively to ensure good outcomes.

Are you in:

Denial – No really they wouldn’t do it

Frustration – it will never work, they haven’t got a clue about the problems it will create

Acceptance – looks like it is going ahead

Exploration – how can we make it work, how will it affect me and my colleagues work structures?

Commitment – great this is working and we can put it into practice

Challenges of working with more than one manager (AG)

Multi-tasking, multi-bosses, multiple demands – handling multiple requests for your time and working for several managers; juggling large numbers of tasks whilst keeping a clear head.

12.45pm- 1.25pm Lunch

1.25pm Group photo

1.30pm-2.30pm Session 3:

Time Management Part One (KK)

Time management is complex as is your job role. It is not just about your ability to be organised and efficient. You face many challenges to get this right. Judgement, prioritisation, estimation, saying no and/or setting limits, assessing, managing expectations and appropriateness.

Conflict Management – Situations (AG)

Coping with situations: how to handle difficult situations in the workplace and successfully deal with conflict, whilst keeping your emotions out of it.

2.30pm-2.45pm Coffee

2.45pm -4pm Session 4:

Time Management Part Two (KK)

Now let’s find some creative and effective solutions and strategies to our time management issues.

Conflict Management - People (AG)

Coping with people: working with different personalities and leadership styles. An interactive session that investigates personality types and traits. Which ones work well together and how to create a “best fit” between you and your boss.

4pm Close

7pm Caru Cu Bere Dinner

Friday 26th February 2016

9.30am-11.15am Session 1:

Emotional Intelligence (AG)

What is Emotional Intelligence, and why it is an essential area to develop as an Executive PA in order to be working effectively with people at all levels of the organisation. Including right brain / left brain theory, and how this might help you to work with others.

Assertive Communication (KK)

Assertiveness is an issue for everyone. It is a balanced, effective way of communicating. It is getting your opinion across effectively whilst listening to, respecting and accepting opinion of others. Find out where you fit in to the assertiveness spectrum. Do you need to 'wind your neck in' sometimes or do you need 'to get a grip'. A fun but effective session looking at why sometimes we can't speak up and sometimes we can't shut up.

11.15am-11.30am Coffee

11.30am-12.45pm Session 2:

Project Management (KK)

The five elements of Project Management:

The Idea, The Plan, Create The Team, Doing The Work on Time and to Standard, Closure - Making sure it happened.

Practical Tips- perfect presentations, manage email (AG)

Overflowing inbox? Too many emails received every day? This session includes tips for linking emails, task lists and calendar items effectively; handling multiple email inboxes, 'de-cluttering'; email etiquette, reducing the number of emails you send and receive, filing / categorising / coding your whole email and calendar workspace.

12.45pm-1.30pm Lunch

1.30pm-2.30pm Session 3:

Insights to Personal Effectiveness Part One (KK)

This is an interactive and lively mix of discussion, visual aids and fun. Insights has a great impact on how people see themselves and others and leads to a greater understanding as to why people act and respond in very different ways to the same situation. This greater understanding is effective in improving workplace communication and reducing conflicts. It quickly demonstrates why teams of people need different skills and personalities to achieve high productivity and exceptional communication.

Connecting and Building Relationships (AG)

How networking could save you time and effort – and keep you sane! An overview of how you and your school can use Twitter, LinkedIn, email, local / national / international networks. These can change your life and your approach to work.

2.30pm-2.45pm Coffee

2.45pm-4pm Session 4:

Insights to Personal Effectiveness Part Two (KK)

Now we have an understanding of Insights to personal effectiveness let's find some high impact, effective and long term strategies to use in the workplace

Connecting and Building Relationships (AG)

A LinkedIn masterclass – how to use the site to communicate with, and learn from, other PAs including those in education. Plus information on how to find an enormous number of resources for your future development and CPD, for you to share with your colleagues.

4pm

Close

Profiles

Angela Garry

Angela Garry is a leading educational administration trainer, author and publisher. Angela has spent 24 years in administrative and personal assistant roles - half in education and the other half in corporate, industry and charity organisations. Most recently she spent 5 years as a Principal's PA. Angela now runs her own company Pica Aurum and has delivered training, mentoring and coaching more than 3,500 personal and executive assistants worldwide. She is an active campaigner for recognition of the PA profession and speaks regularly at major PA-related events.

Karen Knowles

Karen of Karen Knowles Training and Development Ltd combines her knowledge of behavioural psychology, workplace communication and team building to deliver learning and development solutions to individual, teams and organisations by focusing on people. Karen delivers learning in a fun, interactive and colourful way. Karen is regularly a guest speaker presenting on her favourite topic – people – identifying and harnessing their skills and qualities to help them succeed.







British School
of Bucharest

42 Erou Iancu Nicolae Street, 077190 Voluntari, Ilfov County, Romania
T. +40 21 267 89 19, F. +40 21 267 89 69 E. office@britishschool.ro

www.britishschool.ro